Where to Find Help with IRMS

There are a number of tools available online to assist you in the performance of your job. This document lists each IRMS help tool available and what you can find within each tool.

I need to find…	Resource…	Which can be found…
• Instructions for navigating and using TAX applications like IRMS and EESMC • Window and field descriptions for TAX applications (including screen shots)	TARP User Guides	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
• Descriptions of TAX business processes • Steps to accomplish specific TAX related tasks	TARP Procedures	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
• Forms related to TAX activities	TARP Forms	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
• Quick reference resources for use on the job	TARP Job Aids	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
• Hands-on practice with IRMS tasks	IRMS Training Lessons	Access the Virginia Learning Center (VLS) https://covlc.virginia.gov
• Public policy documents related to taxes administered by TAX • Code of Virginia	Laws, Rules and Decisions library	Open the TAX website: www.tax.virginia.gov **or** TAX website for external users: www.tax.virginia.gov/external. Click Laws, Rules and Decisions link on the web page.
• IRMS password resets and lock outs	Your Office's Security Administrator	Contact your office's Security Administrator or Alternate Security Administrator. *You need to log into IRMS at least once every 60 days in order for your account to remain active.
• Return processing and administration	TAX Processing Operations	Contact Howard Overbey: • Call: 804-367-1129 • E-mail: Howard.Overbey@tax.virginia.gov
• Set-Off processing and administration	TAX Debt Set-Off Unit	Call: 804-367-8380
• External Entity Secure Message Center (EESMC) questions	TARP User Guides	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
• IRMS/EESMC specific questions and issues (not found in other resources)	IRMS Support	E-mail irms.support@tax.virginia.gov.

IMPORTANT! IRMS will not launch properly if you currently have a pop-up blocker enabled in your Internet browser. Please contact your local Help Desk/IT Support personnel for assistance with disabling your pop-up blocker.